



Department of  
Technology Services

## Service Catalog Customer Forum

**Thursday, June 28, 2007**  
**9:30 - 11:00 AM**

- Come and see the new DTS Service Catalog
- Learn about our vision for versions 2,3 and 4
- Provide your feedback - we value your opinion!

DTS would like to invite its customers to the rollout of our new Service Catalog. Peggy Just Peterson, the Project Manager for the Service Catalog Project, will join DTS executives and managers to present and demonstrate version 1 of our Service Catalog. It includes exciting features, including business descriptions, technical descriptions, information about rates and information about our service level management. In addition to our demonstration, we will share with you our vision for future versions and how we plan to maintain the Service Catalog.



# Agenda

- Introduction

Mitzi Higashidani,  
Chief Deputy Director

- Service Catalog  
Overview, Vision,  
Benefits and more

Peggy Peterson

- Demonstration

Mark Fukui

- Questions and  
Answers

Peggy Peterson and  
Mark Fukui



# Introduction

- **Welcome!**
  - **Mitzi Higashidani**  
**Chief Director, Department of Technology Services**
  - **Presentation Slides will be available on the DTS website soon.**
  - **Please complete your Evaluation Surveys! Both **Green** and **Blue**!!**
- **Upcoming DTS Customer Forum**
  - **DTS Quarterly IT Security Forum, August 22<sup>nd</sup>, 2007**  
**<http://www.dts.ca.gov/calendar/registration/default.asp?eid=1010>**
  - **DTS Invoice Workshop and Customer Forum, September 2007**
  - **Look for more DTS events coming soon at <http://www.dts.ca.gov/calendar>**

# Service Catalog Project



DTS Customer Forum

June 28, 2007





# Background

- Customer requests
- ITIL
- Consolidation



# Vision

- Initial service catalog
- Frequent updates
- Mature over time
- Interactive service catalog
- Amazon.com



# Project Highlights

- Started with 150+ “services”
- 90+ documents
- 160+ meetings and interviews
- 4 service categories
- 8 services



# Service Catalog Web Site

- DTS sub-domain
- Web site link  
[www.servicecatalog.dts.ca.gov](http://www.servicecatalog.dts.ca.gov)
- Scheduled rollout date: 07/02/07





# Features

- **Standardized content**
  - Service description
  - Technical description
  - Rates
  - Service delivery
- **Search engine**
- **Glossary**



# Benefits

- Single source of service information
- Easy to find specific information
- Clear and concise relationship between services and rates
- Easy to share information with customers and vendors
- Supports the DTS objective for transparency



## Closing

- Feedback appreciated  
(email to [servicecatalog@dts.ca.gov](mailto:servicecatalog@dts.ca.gov))
- Questions and comments

# Thank You!

- Please hand in your evaluation surveys.
- If you need additional information, please see your organization's DTS Customer Service Representative, or call: (916) 454-7225.

6/28/2007

Final